



Service Bulletin

PRELIMINARY INFORMATION

Subject: Normal Characteristic - Tailgate Cable Slack

Models: 2002-2013 Cadillac Escalade EXT
2002-2013 Chevrolet Avalanche
2004-2012 Chevrolet Colorado
2015-2016 Chevrolet Colorado
1998-2000 Chevrolet C/K Classic
1999-2016 Chevrolet Silverado
2004-2012 GMC Canyon
2015-2016 GMC Canyon
1998-2000 GMC C/K Classic
1999-2016 GMC Sierra
1998-2004 GMC Sonoma

This PI was superseded to update Model Years and Condition. Please discard PIT3227K.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Some customers may comment that with the tailgate down, one of the tailgate cables may have slack in it or one cable may be perceived to be longer by the customer.

Recommendation/Instructions

Important: If involved, complete the latest version of Campaign 04007 prior to referencing this information.

No repair attempts should be made as this is normal due to build variation. In most cases, when weight is put on the tailgate, the slack comes out of the cable

Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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